

## **2010-112 AUDIT SCOPE AND OBJECTIVES—Unemployment Insurance Program, Employment Development Department**

The audit by the Bureau of State Audits will provide independently developed and verified information related to the Employment Development Department's administration of the Unemployment Insurance program and would include, but not be limited to, the following:

1. Review and evaluate the laws, rules, and regulations significant to the audit objectives.
2. Review and evaluate the corrective action the EDD has taken to ensure that the UI program meets federal performance standards.
3. Determine whether EDD has reviewed and assessed the capabilities of the telephone system used by UI claimants to determine the extent to which it meets claimants' needs. If the telephone system was found to be inadequate, review and assess any actions EDD has taken to improve the functionality of this system.
4. Determine whether EDD has assessed the extent to which employee furloughs are affecting the performance of the UI program.
5. Examine EDD's policies and practices for approving California Training Benefits to determine whether existing practices ensure timely approval of these benefits. If not, identify any improvements EDD has made and further changes that could be made to ensure timely approval.
6. Review and evaluate EDD's plan for upgrading its computer system to implement the alternative base period to determine if it is currently on schedule to meet the April 3, 2011, mandated deadline.